

**BY ORDER OF THE COMMANDER
56TH FIGHTER WING (AETC)**



AIR FORCE INSTRUCTION 36-3002

**LUKE AIR FORCE BASE
Supplement**

12 OCTOBER 2011

Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 36-3002, Casualty Services, 22 February 2010, is supplemented as follows. This supplement applies to 56th Fighter Wing and tenants to include all Air Force, Air Force Reserve Command (AFRC) and to Air National Guard (ANG) Units. The minimum responsibilities and actions required of base offices, organizations, and/or individuals for active duty and retired Air Force, duty status Air Force reserve members, and civilian casualties are listed below. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>.

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed. Revisions include casualty reporting on civilian DoD personnel. Notification of eligible personnel who could qualify under the traumatic injury protection program.

1.7.2.1. Installation Command Post:

1.7.2.1.2. (Added) Contacts Casualty Assistance Representative (CAR) upon receipt of information on any reported casualty of an active duty member. If the CAR cannot be contacted,

notify the Military Personnel Flight Commander or Mission Support Squadron Commander. Casualty is defined as any person who is lost to an organization by having been declared dead, duty status whereabouts unknown (DUSTWUN), missing, ill, or injured per AFI 36-3002, Attachment 2.

1.7.2.1.3. (Added) Retired Casualties: Contact the CAR when notified of the death of a retired member. If notification is received after normal duty hours, contact the CAR the following duty day. Exception: Retired general officers are reported immediately to the CAR.

1.7.2.2. Unit Commanders:

1.7.2.2.1. (Added) When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.2.2. (Added) For information or questions concerning a casualty, direct inquiries to:

1.7.2.2.2.1. (Added) Contact the CAR for explanations of benefits, such as Servicemembers' Group Life Insurance (SGLI), Family Servicemember's Group Life Insurance (FSGLI), Traumatic Injury Protection under Servicemembers' Group Life Insurance (TSGLI) program, Survivor Benefit Plan (SBP) and other inquiries for the next of kin.

1.7.2.2.2.2. (Added) Mortuary Affairs staff concerning the remains of the casualty.

1.7.2.2.2.3. (Added) Public Affairs (PA) staff concerning news media inquiries or other outside agencies.

1.7.2.2.3. (Added) If selected as a notification officer for a casualty from his or her unit, the CAR will provide education on the procedures associated with next of kin (NOK) notifications. Commanders need to ensure they have all the pertinent information, such as location, names of all the NOK that must be notified, and other sensitive personal data.

1.7.2.2.4. (Added) Prepare letters of circumstances and/or condolences within 5 calendar days after the event. The CAR will send examples of the above-mentioned letters and must review the final copies before dispatch.

1.7.2.2.5. (Added) When a member of his or her unit is categorized as very seriously ill/injured (VSI), seriously ill/injured (SI), or not seriously ill/injured (NSI) (as defined in AFI 36-3002, Attachment 2) by a competent medical authority, and the individual is capable of communicating, ask the member if he or she would like the NOK notified. If the member is unable to communicate his or her wishes, review the virtual Record of Emergency Data (vRED) to determine who should and should not be notified of the current medical condition.

1.7.2.2.6. (Added) Refers military members to the virtual Military Personnel Flight (vMPF) to apply for a humanitarian reassignment, if he or she has had a death in the family.

1.7.2.3. Security Forces: When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.4. Medical Treatment Facility (MTF) Personnel:

1.7.2.4.1. (Added) When a casualty, (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.4.2. (Added) Provides a medical attendant to accompany the casualty notification team.

1.7.2.4.3. (Added) Provides medical progress reports when required. The MTF must provide status of the member's condition every 14 calendar days after the initial casualty report on SI and VSI members. A medical progress report on active duty members who were previously reported SI or VSI and have since been downgraded to NSI, must be submitted monthly until the member has been returned to duty or discharged from the military.

1.7.2.4.4. (Added) Emergency Family Member Travel (EFMT) requests for NOK of a VSI/SI active duty member, must be approved by the MTF Commander. The MTF staff provides CAR the signed EFMT worksheet or AF Form 570, *Notification of Patient's Medical Status*.

1.7.2.4.5. (Added) MTF staff must notify the CAR for patients who could qualify for the TSGLI Program. Appoint a point of contact for the TSGLI program.

1.7.2.4.6. (Added) Reports dependent/DoD civilian and contractor deaths to the CAR.

1.7.2.5. Installation Chaplain:

1.7.2.5.1. (Added) Provides a chaplain to accompany the casualty notification team upon request.

1.7.2.5.2. (Added) When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.6. (Added) Mortuary Services Officer: Coordinates with CAR to ensure timely reporting and contact with NOK.

1.7.2.7. (Added) Civilian Personnel Flight (CPF): When a DoD civilian employee casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post. Civilian personnel technicians must provide vital information to the CAR to ensure timely reporting.

1.7.2.8. Airman and Family Readiness Center:

1.7.2.8.1. (Added) When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.8.2. (Added) Coordinates with the CAR in providing assistance to the NOK.

1.7.2.8.3. (Added) Provides back-up for CAR during CAR's absence. Fields general questions for walk-in customers during regular duty hours.

1.7.2.8.4. (Added) Gives assistance in casualty reporting for the retiree community.

1.7.2.8.5. (Added) Provides assistance to NOK as needed (e.g., financial counseling, Air Force Aid, etc).

1.7.2.9. Transportation Officer:

1.7.2.9.1. (Added) Provides an Air Force staff car to the casualty notification team upon request.

1.7.2.9.2. (Added) Provides an Air Force staff car for the CAR visit to NOK upon request.

1.7.2.10. Base telecommunication center/telephone operators:

1.7.2.10.1. (Added) When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.10.2. (Added) For information or questions concerning a casualty, direct inquiries to:

1.7.2.10.2.1. (Added) CAR for explanations of benefits, such as SGLI, FSGLI, and SBP, and other inquiries for the next of kin.

1.7.2.10.2.2. (Added) Mortuary Affairs staff concerning the remains of the casualty.

1.7.2.10.2.3. (Added) PA staff concerning news media inquiries or other outside agencies.

1.7.2.11. Public Affairs:

1.7.2.11.1. (Added) Will not release casualty information on deceased military personnel until 24 hours after the NOK have been notified, per AFI 36-3002, para 1.12.2.2.

1.7.2.11.2. (Added) Will be requested to accompany the casualty notification team whenever there is a high level of media interest. The PA officer should wait in the vehicle until after notification is made and the notification officer requests PA assistance. The PA officer will act as a liaison between NOK and the news media.

1.7.2.11.3. (Added) When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.12. (Added) Disaster Preparedness Office: When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post. To include events such as, but not limited to, natural disasters, attacks, explosions, vehicle accidents, and military aircraft accidents that affect Luke Air Force Base. Notification of the event must occur even if the casualties are undetermined.

1.7.2.13. 944th Fighter Wing (944 FW):

1.7.2.13.1. (Added) For non-duty status and retired USAFR personnel: 944 FW personnel will handle all non-duty status and retired USAFR members not eligible to receive retirement pay.

1.7.2.13.2. (Added) For activated ARC personnel: 944 FW personnel will assist the CAR in acquiring documents needed to process casualty case files.

1.7.2.14. (Added) Geographically Separated Unit: When a casualty (as defined by AFI 36-3002, Attachment 2) is identified within an organization, notify the Command Post.

1.7.2.15. (Added) Luke Air Force Base local procedures. NOK Assistance: CAR will assist NOK in applying for benefits during the initial casualty visit.

1.7.3.4. NOK and government agencies requests: CAR establishes a line of communication to NOK and provides any assistance required. The CAR acts as a liaison between the NOK and government agencies such as Social Security, Department of Veterans Affairs and Defense Finance and Accounting Service.

1.7.3.5. General public and news media requests. The CAR refers calls from the general public and news media to PA.

JERRY D. HARRIS, JR., Brigadier General, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION***References***

AFI 36-3002, *Casualty Services*, 22 February 2010

AFMAN 33-363, *Management of Records*, 1 March 2008

Adopted Forms

AF Form 570, *Notification of Patient's Medical Status*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AFI— Air Force Instruction

AFRC— Air Force Reserve Command

ANG— Air National Guard

CAR— Casualty Assistance Representative

CPF— Civilian Personnel Flight

DoD— Department of Defense

DUSTWUN -

Duty Status—Whereabouts Unknown

EFMT— Emergency Family Member Travel

FSGLI— Family Servicemember's Group Life Insurance

FW— Fighter Wing

FWSA— Fighter Wing Staff Agencies

MDG— Medical Group

MPF— Military Personnel Flight

MSG— Mission Support Group

MTF— Medical Treatment Facility

NOK— Next of Kin

NSI— Not Seriously Ill/Injured

OG— Operations Group

OPR— Office of Primary Responsibility

PA— Public Affairs

SBP— Survivor Benefit Plan

SGLI— Servicemembers' Group Life Insurance

SI— Seriously Ill/Injured

TDY— Temporary duty

TSGLI— Traumatic Injury Protection under Servicemembers' Group Life Insurance

vMPF— Virtual Military Personnel Flight

vRED— Virtual Record of Emergency Data

VSI— Very Seriously Ill/Injured

Attachment 26 (Added)**SAMPLE NOTIFICATION OFFICER SELECTION PROCESS****Table A26.1. (Added) Notification Officer Selection Process.**

A26.1. Groups are specified by periods when prospective notification officers are placed on-call for a 7 day period. The method of selection is based on the number of weeks each group/Fighter Wing Staff Agency by the number of Field Grade Officers assigned (minus the Wing Commander, Vice Wing Commander, and the four Group Commanders.)

A26.2. Approximately 30 days before the start of each quarter, a request is sent to commanders and their executive officers to identify notification officers for the weeks their groups were selected to fill. The officers selected can then be trained by the CAR as the date of their assigned weeks approach.

A26.3. Medical officers/chaplains may also be used to fill notification officer duties if desired and if called upon will be dual-hatted by performing this role along with their medical/pastoral responsibilities as well.

A26.4. Officers selected should not be scheduled for any TDYs/Deployments/leave etc., during their 7 days window and need to refrain from any actions that could prevent them from performing this duty if called upon (leaving the local area, obligated commitments, etc.) Pilots may continue with their flying scheduled while on-call.

Attachment 27 (Added)
QUARTERLY SCHEDULE

Table A27.1. (Added) Quarterly Schedule.

First Quarter

Dates	Group	Rank	Name	Squadron	Duty Phone	Home Phone	Cell Phone
3 - 9 Jan	OG						
10 - 16 Jan	OG						
17 - 23 Jan	MDG						
24 - 30 Jan	MDG						
31 Jan - 6 Feb	MSG						
7 - 13 Feb	FWSA						
14 - 20 Feb	OG						
21 - 27 Feb	OG						
28 Feb - 6 Mar	MDG						
7 - 13 Mar	MDG						
14 - 20 Mar	OG						
21 - 27 Mar	OG						
28 Mar - 3 Apr	MXG						

Second Quarter

4 - 10 Apr	OG						
11 - 17 Apr	OG						
18 - 24 Apr	MDG						
25 Apr - 1 May	MDG						
2 - 8 May	MDG						
9 - 15 May	OG						
16 - 22 May	OG						
23 - 29 May	OG						
30 May - 5 Jun	MDG						
6 - 12 Jun	MDG						
13 - 19 Jun	OG						
20 - 26 Jun	OG						
27 Jun - 3 Jul	MSG						

Third Quarter

4 - 10 Jul	OG						
11 - 17 Jul	OG						
18 - 24 Jul	MDG						
24 - 31 Jul	MDG						
1 - 7 Aug	MSG						
8 - 14 Aug	FWSA						
15 - 21 Aug	OG						
22 - 28 Aug	OG						
29 Aug - 4 Sep	MDG						
5 - 11 Sep	MDG						
12 - 18 Sep	OG						
19 - 25 Sep	OG						
26 Sep - 2 Oct	MXG						

Fourth Quarter

3 - 9 Oct	OG						
10 - 16 Oct	OG						
17 - 23 Oct	MDG						
24 - 30 Oct	MDG						
31 Oct - 6 Nov	MSG						
7 - 13 Nov	FWSA						
14 - 20 Nov	OG						
21 - 27 Nov	OG						
28 Nov - 4 Dec	MDG						
5 - 11 Dec	MDG						
12 - 18 Dec	OG						
19 - 25 Dec	OG						
26 - 1 Jan	MXG						

FWSA	9 officers	6.1% = 3 weeks
MDG	49 officers	33.1% = 17 weeks
MSG	11 officers	7.4% = 4 weeks
MXG	8 officers	5.4% = 3 weeks
OG	71 officers	48.0% = 25 weeks